



# Guide for configuring and working with the OnGuard integration module

ACFA PSIM 1.1

Last update 09/26/2024

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# 1 Introduction into the Guide for configuring and working with the OnGuard integration module

## On the page:

- Purpose of the document
- General information about the OnGuard integration module

## 1.1 Purpose of the document

The *Guide for configuring and working with the OnGuard integration module* is a reference and information manual for administrators and operators of the *OnGuard* integration module. This module is part of access control systems/fire and security alarm systems (ACS/FSA) implemented on the basis of *ACFA PSIM*.

The Guide has the following information:

1. General information about the *OnGuard* integration module.
2. Configuring the *OnGuard* integration module.
3. Working with the *OnGuard* integration module.

## 1.2 General information about the OnGuard integration module

The *OnGuard* integration module is part of ACS/FSA systems based on *ACFA PSIM*. The module is to provide interaction between the *OnGuard* software and *ACFA PSIM* (monitoring and control).

### Note

For detailed information about the *OnGuard* integration module, refer to the official reference documentation for this system.

The following *OnGuard* functions are available in *ACFA PSIM*:

1. Reading configuration of Access and Fire panels integrated and preconfigured in the *OnGuard* integration module.
2. Receiving events from Access and Fire panels integrated and preconfigured in the *OnGuard* integration module.
3. Sending commands to Access and Fire panels integrated and preconfigured in the *OnGuard* integration module.
4. Importing access data (users [cardholders], departments, badges, access levels, time zones) from the *OnGuard* integration module.
5. Dynamic export of newly added access data (except time zones) from *ACFA PSIM*.

## 2 Supported hardware and licensing of the OnGuard integration module

<b>Manufacturer</b>	LenelS2 1212 Pittsford Victor Rd Pittsford, NY 14534 Phone: +1(866)788-5095 Website: <a href="https://www.lenel.com/">https://www.lenel.com/</a>
<b>Integration type</b>	SDK
<b>Hardware connection</b>	Ethernet, RS-232

**Module licensing**

Per one reader.

## 3 Configuring the OnGuard integration module

### 3.1 Before configuring the OnGuard integration module

Before configuring the *OnGuard* integration module:

1. Install *Axxon PSIM* as described [here](#).
2. Install *ACFA PSIM* by following [this](#) instructions. Make sure to select the **OnGuard** component in the **Combined AC/FA systems** group at the **Custom Setup** stage of the installation process.
3. Run and configure *Axxon PSIM* as necessary. In particular, it is recommended to create **Event Viewer** interface object before proceeding with *OnGuard* integration module configuration and operation in order to monitor the module messages (refer [this page](#) for details on the Event Viewer creation and configuration).
4. Make sure to provide local network connection between the *OnGuard* Server and *Axxon PSIM*.

For the *OnGuard* integration module, additional licenses features are required:

- *OnGuard* Subscription Software Modules (SWM-xxx);
- Partner Integration (IPC-xxx-xxxx).

### 3.2 Configuring the connection between ACFA PSIM and the OnGuard integration module

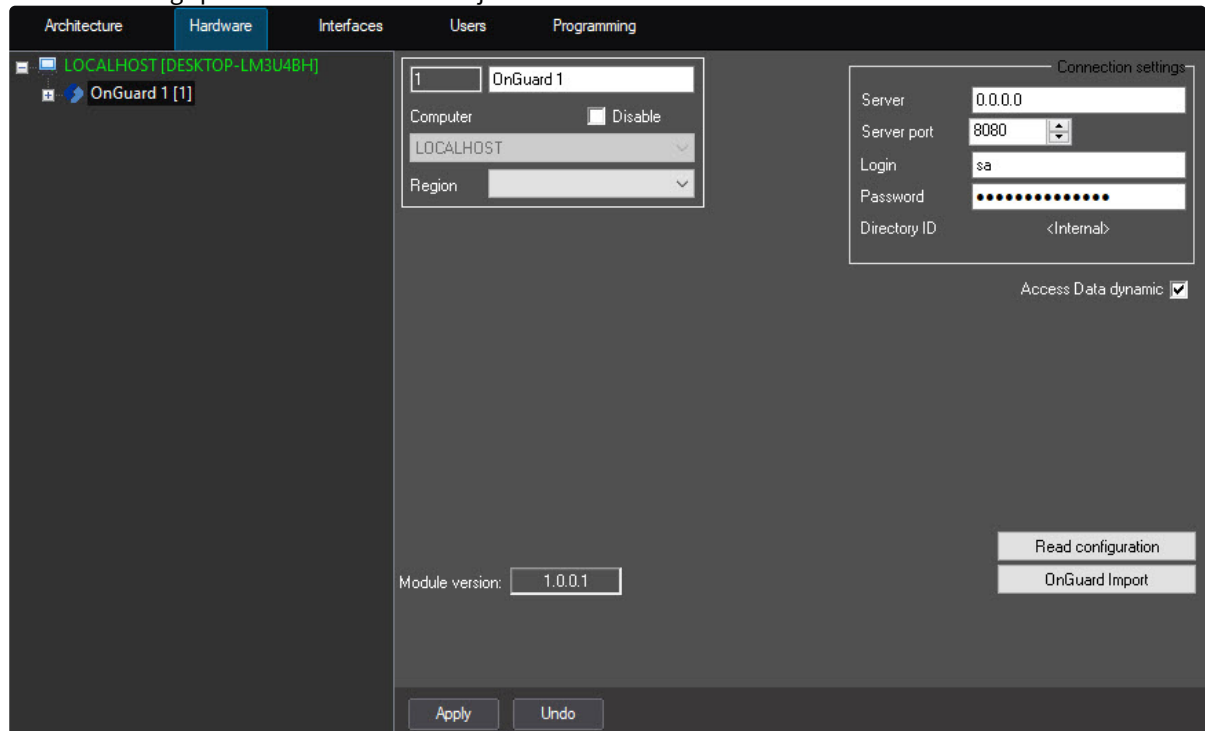
The connection between the *OnGuard* integration module and *ACFA PSIM* is configured on the settings panel of the **OnGuard** object. Create this object on the basis of the **Computer** object on the **Hardware** tab of the **System settings** window.

 **Attention!**

Only one OnGuard parent object is supported in the distributed system, that is, *ACFA PSIM* can only interact with one OnGuard server.

To configure the connection between the *OnGuard* integration module and *ACFA PSIM*, do the following:

1. Go to the settings panel of the **OnGuard** object.



2. In the **Server** field, enter the *OnGuard* server IP address or DNS name.
3. In the **Server port** field, enter the *OnGuard* server port.
4. In the **Login** field, enter the user name of the *OnGuard* server user.
5. In the **Password** field, enter the password of the *OnGuard* server user.
6. The **Directory ID** field shows the directory name in terms of the *OnGuard* server. Note that only the default “Internal” directory can be used.
7. Click the **Apply** button to save the settings.

If the connection is established successfully, the following messages are displayed in the **Event Viewer**:

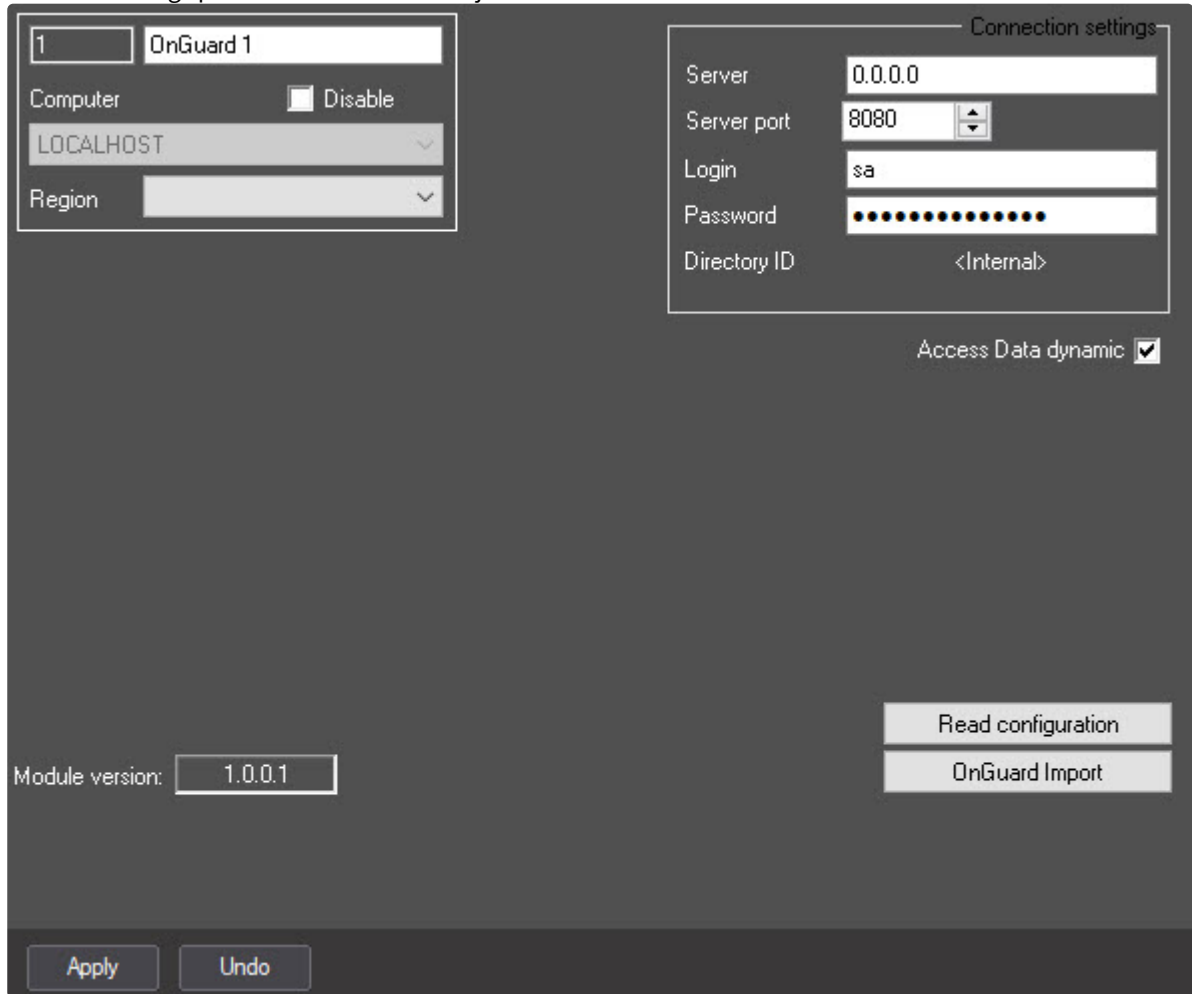
- **OnGuard**: Open Access session created successfully
- **OnGuard**: Events bridge connection established

Event viewer 1 [~21]				<input type="checkbox"/> Show filters	Clear
Source	Event	Add. info	OGS	Date and time	
OnGuard 1	System message	Authentication failed: The username/password combination you...		11/12/2020 1:37:5...	
Display 1	Activated	DESKTOP-G56K0UJ		11/12/2020 1:39:2...	
OnGuard 1	System message	Connection failed: Unable to connect to the remote server		11/12/2020 1:40:1...	
OnGuard 1	System message	Open Access session created successfully		11/12/2020 1:40:4...	
OnGuard 1	System message	Events bridge connection established		11/12/2020 1:40:4...	
OnGuard 1	System message	Reading of 'Lni_BadgeType'. Total: 5		11/12/2020 1:40:5...	
OnGuard 1	System message	Reading of 'LNL_Panel'. Total: 5		11/12/2020 1:40:5...	
OnGuard 1	System message	Reading of 'LNL_AlarmPanel'. Total: 0		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'LNL_AlarmInput'. Total: 0		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'LNL_AlarmOutput'. Total: 0		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'LNL_Area'. Total: 2		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'Lni_Reader'. Total: 3		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'Lni_OnBoardRelay'. Total: 4		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'Lni_OffBoardRelay'. Total: 4		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'Lni_intrusionZone'. Total: 4		11/12/2020 1:41:0...	
OnGuard 1	System message	Reading of 'Lni_intrusionArea'. Total: 4		11/12/2020 1:41:0...	
OnGuard 1	System message	Configuration read. Created 31.		11/12/2020 1:41:0...	
E400 (ID 8)	System message	Unable to update status		11/12/2020 1:41:0...	
New Panel (ID 9)	System message	Unable to update status		11/12/2020 1:41:0...	
LNL2000 Panel (ID 10)	System message	Unable to update status		11/12/2020 1:41:0...	
Event Generator (ID 32767)	System message	Unable to update status		11/12/2020 1:41:0...	

### 3.3 Reading the configuration from the OnGuard integration module

After the connection is established, use the following procedure to read objects hierarchy from the *OnGuard* integration module to *ACFA PSIM*:

1. Go to the settings panel of the **OnGuard** object.

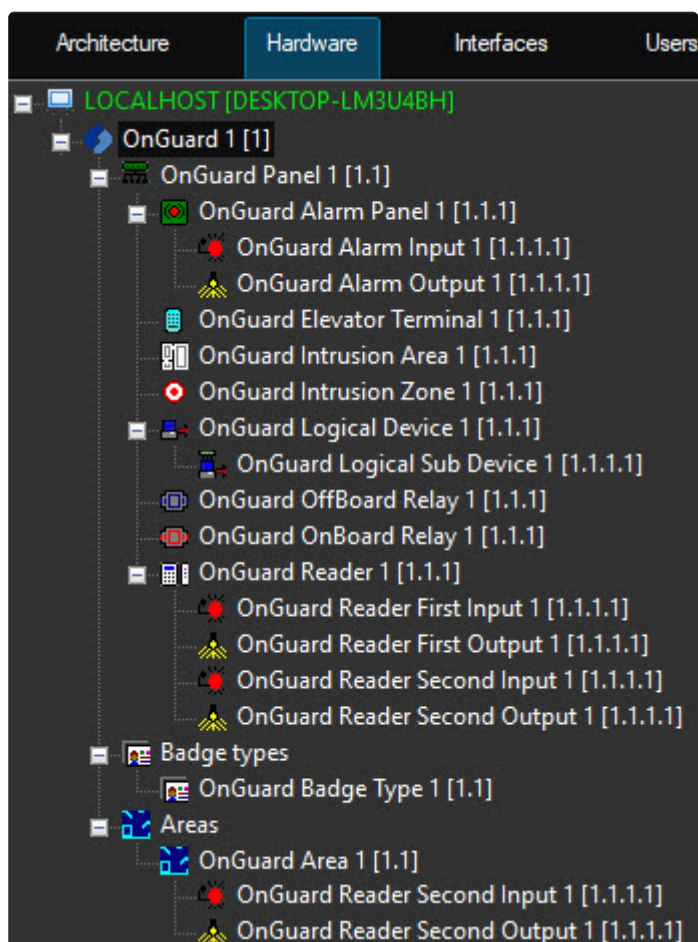


2. Click the **Read configuration**  button.

As a result, the **Configuration read. Created N** message appears in the **Event Viewer**.

Event viewer 1 [~21]				<input type="checkbox"/> Show filters	Clear
Source	Event	Add. info	OGS	Date and time	
● OnGuard 1	System message	Authentication failed: The username/password combination you...		11/12/2020 1:37:5...	
Display 1	Activated	DESKTOP-G56K0UJ		11/12/2020 1:39:2...	
● OnGuard 1	System message	Connection failed: Unable to connect to the remote server		11/12/2020 1:40:1...	
● OnGuard 1	System message	Open Access session created successfully		11/12/2020 1:40:4...	
● OnGuard 1	System message	Events bridge connection established		11/12/2020 1:40:4...	
● OnGuard 1	System message	Reading of 'Lnl_BadgeType'. Total: 5		11/12/2020 1:40:5...	
● OnGuard 1	System message	Reading of 'LNL_Panel'. Total: 5		11/12/2020 1:40:5...	
● OnGuard 1	System message	Reading of 'LNL_AlarmPanel'. Total: 0		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'LNL_AlarmInput'. Total: 0		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'LNL_AlarmOutput'. Total: 0		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'LNL_Area'. Total: 2		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'Lnl_Reader'. Total: 3		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'Lnl_OnBoardRelay'. Total: 4		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'Lnl_OffBoardRelay'. Total: 4		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'Lnl_intrusionZone'. Total: 4		11/12/2020 1:41:0...	
● OnGuard 1	System message	Reading of 'Lnl_intrusionArea'. Total: 4		11/12/2020 1:41:0...	
● OnGuard 1	System message	Configuration read. Created 31.		11/12/2020 1:41:0...	
● E400 (ID 8)	System message	Unable to update status		11/12/2020 1:41:0...	
● New Panel (ID 9)	System message	Unable to update status		11/12/2020 1:41:0...	
● LNL2000 Panel (ID 10)	System message	Unable to update status		11/12/2020 1:41:0...	
● Event Generator (ID 32767)	System message	Unable to update status		11/12/2020 1:41:0...	

N is the number of objects created on the basis of the **OnGuard** object on the **Hardware** tab.



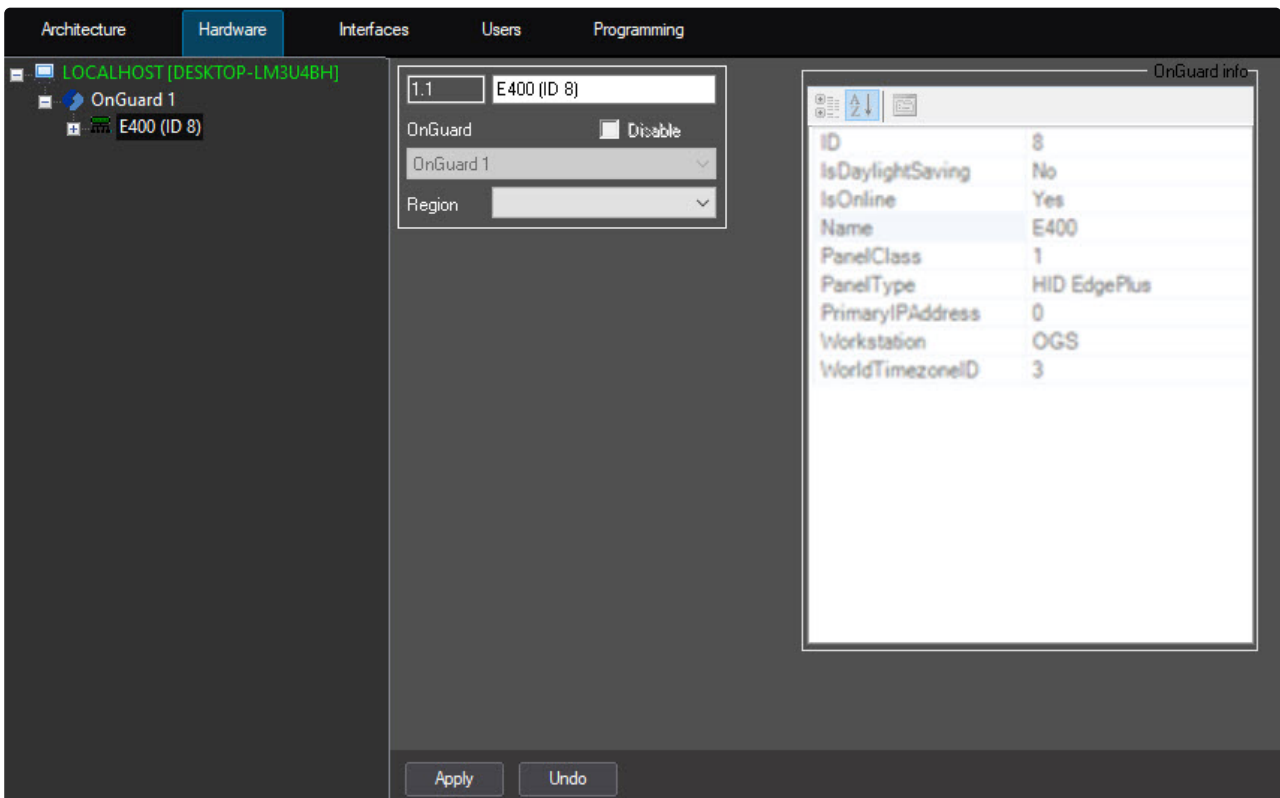
The names of these objects correspond to the objects in the *OnGuard* integration module.

**Note**

Do not create the *OnGuard* integration module objects manually except for the parent object. This is useless since the manually created objects do not correspond to any objects in the *OnGuard* integration module. However, if you misconfigure the objects IDs in *ACFA PSIM*, for example, it can cause incorrect system operation.

### 3.4 The settings panel of the OnGuard Panel object or child objects

The settings panel of the **OnGuard Panel** object or child objects displays the settings of an object in the table. The settings are not editable at the moment.



### 3.5 Configuring user synchronization between the OnGuard integration module and ACFA PSIM

The following cases of user synchronization are supported:

1. Import of users (cardholders), badges, access levels, time zones from the *OnGuard* integration module to *ACFA PSIM*.
2. Dynamic export of newly added users (cardholders), badges and access levels from *ACFA PSIM* to the *OnGuard* integration module.

**Note**

Time zones cannot be exported from *ACFA PSIM* to the *OnGuard* integration module due to Open Access interface limitations.

To configure user synchronization between the *OnGuard* integration module and *ACFA PSIM*, do the following:

1. Go to the settings panel of the **OnGuard** object.

2. Click the **OnGuard Import** button in order to import users (cardholders), badges, access levels, time zones from the *OnGuard* integration module to *ACFA PSIM*
3. Set the checkboxes next to the elements that you want to import and click the **OK** button.

Note, that if you want to import Access Levels, then you must also import Timezones, or if you want to import Cardholders, then you must also import Timezones, Access Levels and Departments. This is why all checkboxes above the selected checkbox are automatically set and not editable.

4. The import starts after you click the **OK** button. The *Event Viewer* shows how many elements of each type were imported. When the import completes successfully, the **Import completed** message appears in the *Event Viewer*:

Event viewer 1 [~16]			
Source	Event	Add. info	Date and time
OnGuard 1	System message	Open Access session created successfully	11/12/2020 1:44:28 PM
LNL2000 Panel (ID 10)	System message	Unable to update status	11/12/2020 1:44:28 PM
Event Generator (ID 32767)	System message	Unable to update status	11/12/2020 1:44:28 PM
New Panel (ID 9)	System message	Unable to update status	11/12/2020 1:44:29 PM
E400 (ID 8)	System message	Unable to update status	11/12/2020 1:44:29 PM
OnGuard 1	System message	Events bridge connection established	11/12/2020 1:44:31 PM
OnGuard 1	System message	Reading of 'Lnl_Timezone'. Total: 4	11/12/2020 1:47:22 PM
OnGuard 1	System message	Reading of 'Lnl_TimezoneInterval'. Total: 3	11/12/2020 1:47:23 PM
OnGuard 1	System message	Reading of 'Lnl_AccessLevel'. Total: 3	11/12/2020 1:47:23 PM
OnGuard 1	System message	Reading of 'Lnl_AccessLevelReaderAssignment'. Total: 5	11/12/2020 1:47:23 PM
Lenel. New native time zone	Beginning		11/12/2020 1:47:23 PM
OnGuard 1	System message	Reading of 'Lnl_DEPT'. Total: 2	11/12/2020 1:47:23 PM
OnGuard 1	System message	Reading of 'Lnl_CardHolder'. Total: 3	11/12/2020 1:47:24 PM
OnGuard 1	System message	Reading of 'Lnl_Badge'. Total: 2	11/12/2020 1:47:24 PM
OnGuard 1	System message	Reading of 'Lnl_AccessLevelAssignment'. Total: 4	11/12/2020 1:47:25 PM
OnGuard 1	System message	Import completed	11/12/2020 1:47:25 PM

After access data are imported, all elements can be managed in the *Access Manager* (see [Managing the OnGuard badges on the Identifiers tab in the Access Manager](#)).

5. Make sure that **Access Data dynamic** checkbox is set to enable dynamic export of newly added users (cardholders), badges and access levels from *ACFA PSIM* to the *OnGuard* integration module.
6. Click the **Apply** button to save the settings.

## 4 Working with the OnGuard integration module

### 4.1 General information about working with the OnGuard integration module

The following interface objects are used to work with the *OnGuard* integration module:

1. **Map.**
2. **Event Viewer.**
3. **Access Manager.**

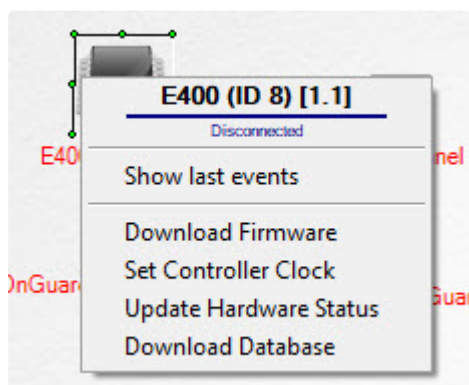
For the information on configuring these interface objects, see the *Axxon PSIM Administrator's Guide*.

For the information on working with interface objects, see the *Axxon PSIM Operator's Guide*.

For the information on configuring and working with the *Access Manager* module, see [Guide for configuring and working with the Access Manager integration module](#).

### 4.2 Managing the OnGuard panel







You can manage the *OnGuard* panel in the **Map** window using the function menu of the **OnGuard Panel** object.



The commands of the function menu are described in the table.

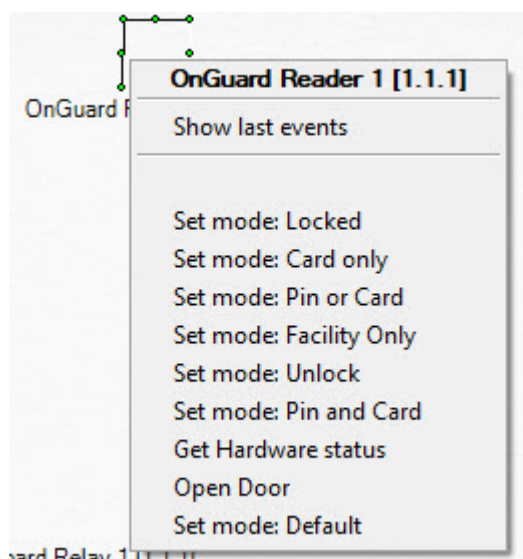
Command	Description
Download Firmware	If there is a newer firmware version of the <i>OnGuard</i> integration module, this command sends it to the panel
Set Controller Clock	Synchronize the panel time with the <i>OnGuard</i> server time
Update Hardware Status	Request the current status of the panel and its child devices
Download Database	Write all hardware configuration and user database (in case of the Access Panel) from the <i>OnGuard</i> integration module to the panel

The *OnGuard* panel can have the following states:

	Connected
	Disconnected
	Options Mismatch
	Cabinet Tamper
	Power Failure
	Downloading Firmware

### 4.3 Managing the OnGuard reader

You can manage the *OnGuard* reader in the **Map** window using the function menu of the **OnGuard Reader** object.





The commands of the function menu are described in the table.















Command	Description
Set mode: Locked	Lock the reader
Set mode: Card only	Allow access by card only
Set mode: Pin or Card	Allow access by PIN code or card
Set mode: Facility Only	Allow access by facility code match
Set mode: Unlock	Unlock the reader
Set mode: Pin and Card	Allow access by PIN code and card
Get Hardware status	Get the status of the hardware
Open Door	Open the door controlled by the reader
Set mode: Default	Set the default reader mode











**Note**

Some readers don't support all of the modes available in the menu. Refer to the reader manufacturer's documentation.

The *OnGuard* reader can have the following states:

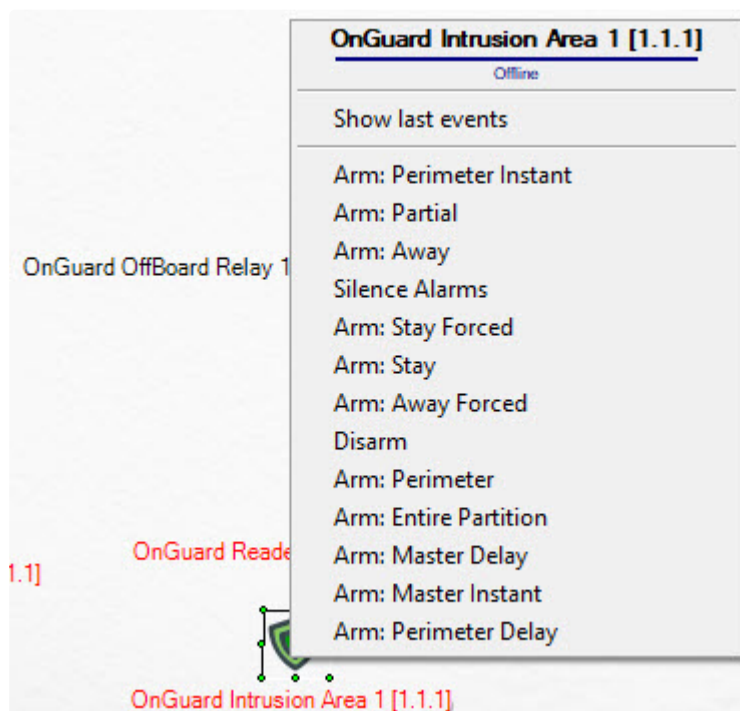
	Online
	Offline
	Options Mismatch
	Cabinet Tamper
	Power Failure

	Reader Tamper
	Door Forced Open
	Door Held Open
	Auxiliary Input 1
	Auxiliary Input 2
	Auxiliary Input 3
	Bio Verify
	DC Ground Fault
	DC Short Fault
	DC Open Fault
	DC Generic Fault
	RX Ground Fault
	RX Short Fault
	RX Open Fault

	RX Generic Fault
	First Card Unlock Mode
	Extended Held Mode
	Cipher Mode
	Low Battery
	Motor Stalled
	Read Head Offline
	MRDT Offline
	Door Contact Offline
	Door opened

#### 4.4 Managing the OnGuard intrusion area

You can manage the *OnGuard* intrusion area in the **Map** window using the function menu of the **OnGuard Intrusion Area** object.





The commands of the function menu are described in the table.

Command	Description
Arm: Perimeter Instant	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Arm: Partial	
Arm: Away	
Silence Alarms	
Arm: Stay Forced	
Arm: Stay	
Arm: Away Forced	
Disarm	
Arm: Perimeter	
Arm: Entire Partition	

Arm: Master Delay
Arm: Master Instant
Arm: Perimeter Delay

The *OnGuard* intrusion area can have the following states:

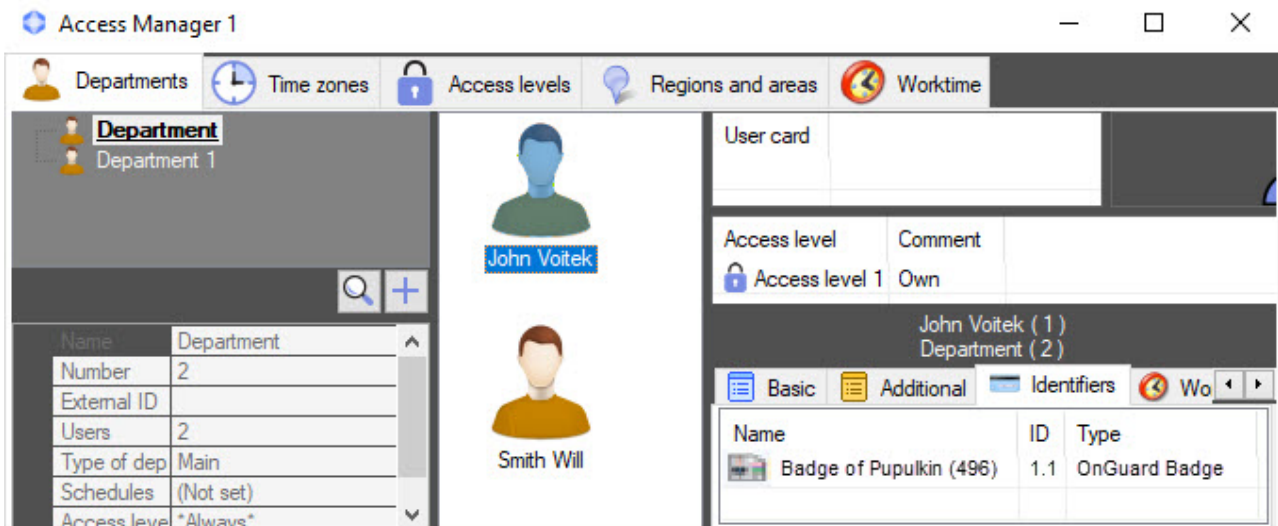
	Offline
	Online

## 4.5 Managing the OnGuard badges on the Identifiers tab in the Access Manager

The *Access Manager* interface is described in the [Guide for configuring and working with the Access Manager integration module](#). The badges management functions are specific to the *OnGuard* integration module.

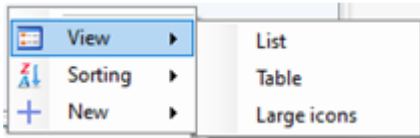
When you edit/create/delete users, access levels, departments, and badges in the *Access Manager*, the changes are dynamically sent to the *OnGuard* integration module (if the dynamic data transfer is enabled, see [Configuring user synchronization between OnGuard and ACFA PSIM](#)).

You can manage badges on the **Identifiers** tab in the user parameters section.

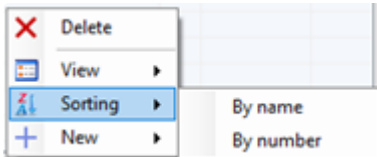


You can create, delete or edit a badge of the selected user as described in the sections below.

The view settings are also available for the badges list. Right-click a blank space in the tab and select the view:

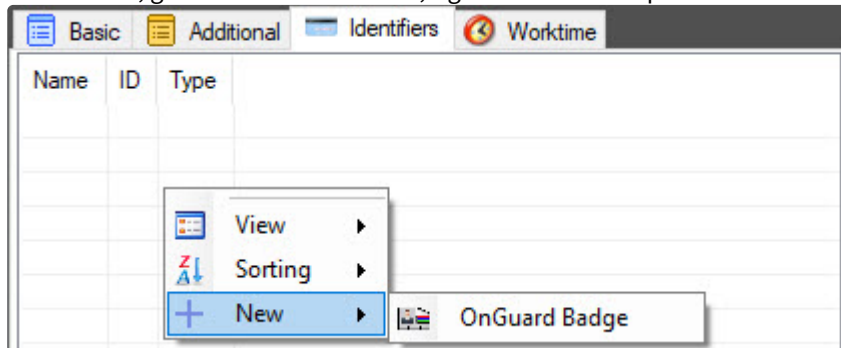


The badges can also be sorted by name or by ID (number).



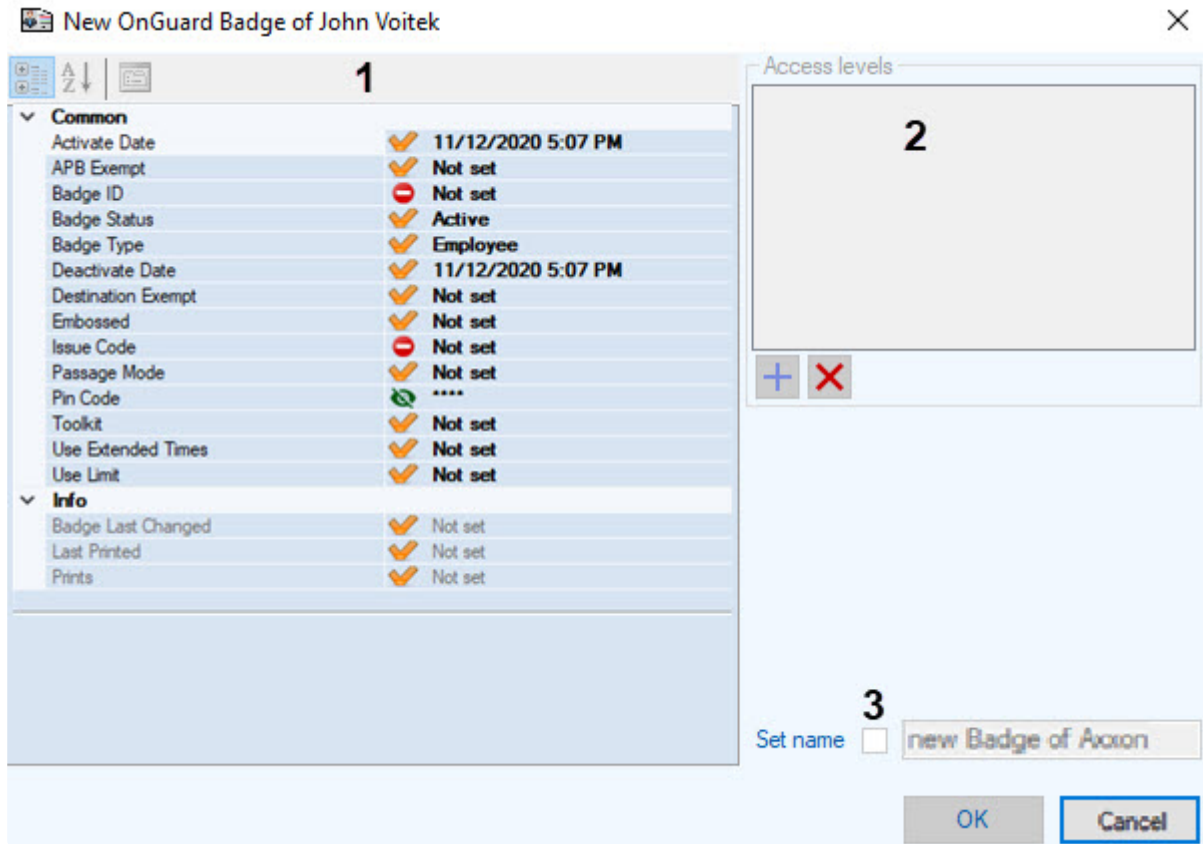
### 4.5.1 Creating a badge

1. Select a user, go to the **Identifiers** tab, right-click a blank space in the table.



2. Select **New** → **OnGuard Badge**.


3. The **New OnGuard Badge of <User full name>** window opens.

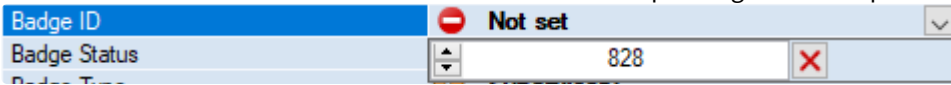


The fields can be marked by the following icons (1):

Icon	Meaning
	The value in the <i>Access Manager</i> is different from the value in the <i>OnGuard</i> integration module (for example, when you create a badge, most of the icons look like this, because there is no such badge in the <i>OnGuard</i> integration module)
	The value in the <i>Access Manager</i> and in the <i>OnGuard</i> integration module is the same
	The value is required, but not set
	The special icon for the PIN Code field showing that the value is always masked
	The value cannot be changed, for example, the Badge ID cannot be set for the selected Badge type

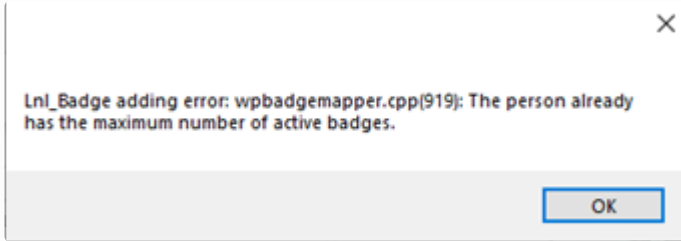
4. The names of the fields in this window are the same as in the *OnGuard* integration module. You must set them up in the same way as for the *OnGuard* integration module.

Click  to edit the field and enter the value in the corresponding field that opens below the value:



**Note**

The restrictions to some fields are not displayed in the *Access Manager*, but if you set something wrong, the error message is displayed when you try to save changes by clicking the **OK** button. For example, if you try to create a second active badge for a cardholder, while a limitation of one active badge is set in the *OnGuard* integration module, the following error message appears:




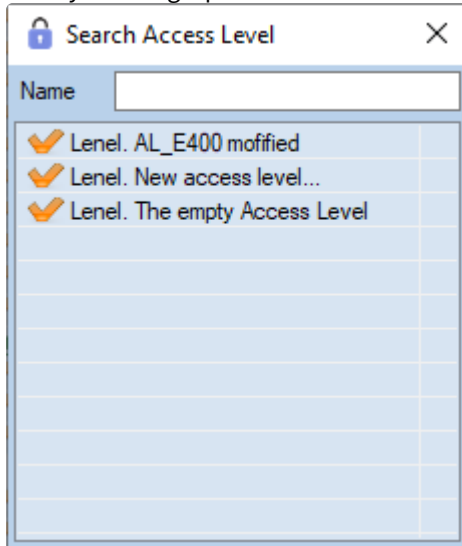
Read and remember the error message, click the **OK** button in the message window and make changes to your settings accordingly before saving again.

5. Assign access level(s) to the badge:

**Note**

Access levels can be assigned to the Active badge(s) only.

- a. Click  below the **Access levels** table (2).
- b. Double-click an access level in the **Search Access Level** window. You can also search for an access level by entering a part of its name in the upper search field.



Access levels can be marked by the  and  icons, which mean the same as for the badge fields (see the table above), that is, a green icon means that the access level is assigned to the badge both in the *Access Manager* and in the *OnGuard* integration module.

- c. The access level that you double-clicked is assigned to the badge and displayed in the **Access levels** table.

Field	Value
Activate Date	11/12/2020 5:07 PM
APB Exempt	Not set
Badge ID	Not set
Badge Status	Active
Badge Type	Employee
Deactivate Date	11/12/2020 5:07 PM
Destination Exempt	Not set
Embossed	Not set
Issue Code	Not set
Passage Mode	Not set
Pin Code	****
Toolkit	Not set
Use Extended Times	Not set
Use Limit	Not set
<b>Info</b>	
Badge Last Changed	Not set
Last Printed	Not set
Prints	Not set

Access Level	Status
Level: AL_E400 modified	Assigned (Green Checkmark)

Set name  new Badge of Axon

OK Cancel

- Access levels can be marked by the and icons, which mean the same as for the badge fields (see the table above), that is, a green icon means that the access level is assigned to the badge both in the *Access Manager* and in the *OnGuard* integration module.
- d. You can repeat steps a-c to assign several access levels to the badge.

**Note**

Select an access level and click to delete it.

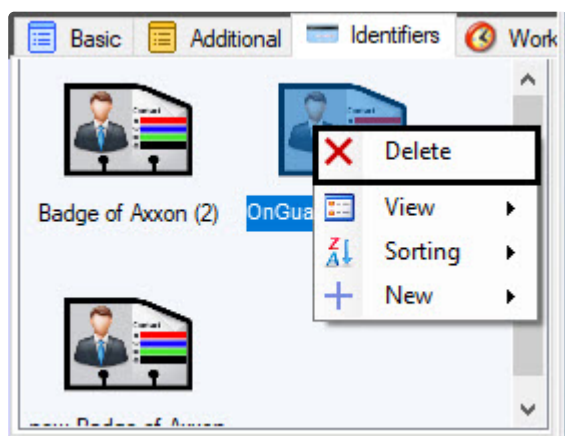
- Set the badge name (optional) by setting the **Set name** checkbox and entering the value in the field (3).
- Click the **OK** button to save the changes (4).

**Note**

The **OK** button can be inactive if some required fields are not set or if there is nothing to save (all icons next to fields are green).

## 4.5.2 Deleting a badge

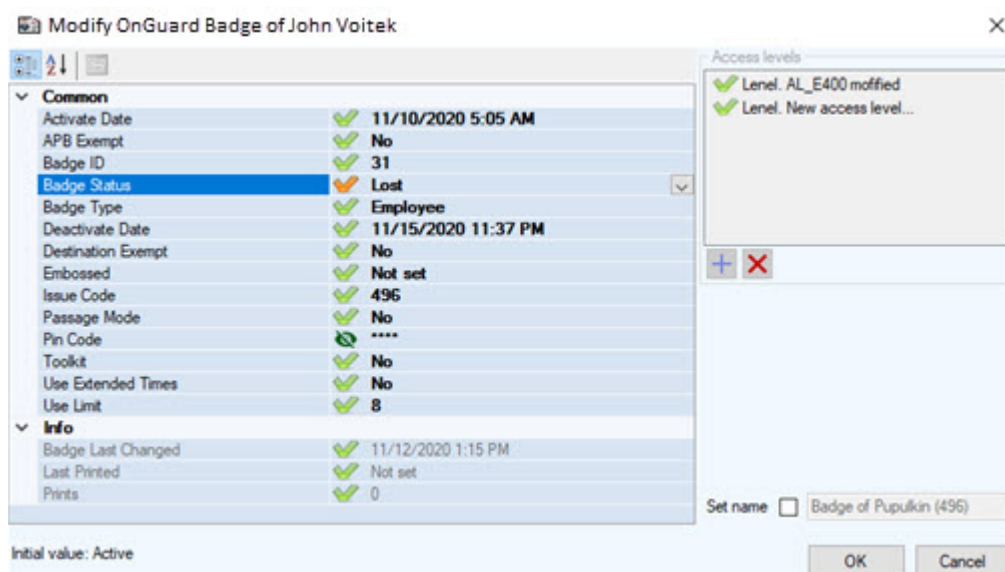
Go to the **Identifiers** tab in the user parameters section, right-click the badge and select **Delete**.



### 4.5.3 Editing a badge

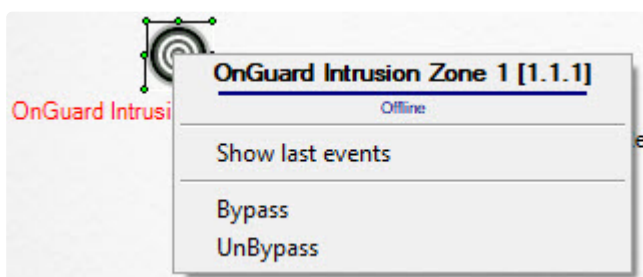
Go to **Identifiers** tab in the user parameters section and double-click the badge to edit it.

Change the values in the same way as when creating a badge (the icons turn from green to orange as you change the values). When finished, click the **OK** button to save the changes.



### 4.6 Managing the OnGuard intrusion zone

You can manage the *OnGuard* intrusion zone in the **Map** window using the function menu of the **OnGuard Intrusion Zone** object.



The commands of the function menu are described in the table.

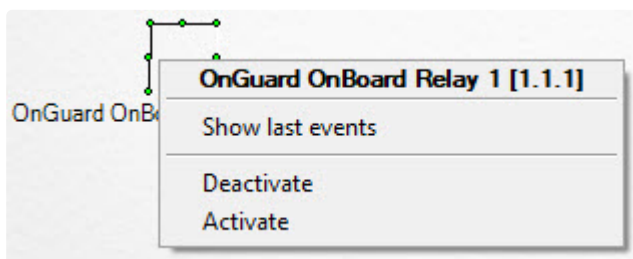
Command	Description
Bypass	For detailed information, refer to the <i>OnGuard</i> official reference documentation
UnBypass	

The *OnGuard* intrusion zone can have the following states:

	Offline
	Online

## 4.7 Managing the OnGuard onboard relay



You can manage the *OnGuard* onboard relay in the **Map** window using the function menu of the **OnGuard OnBoard Relay** object.



The commands of the function menu are described in the table.

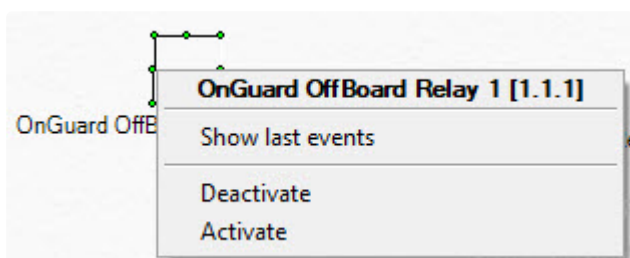
Command	Description
Deactivate	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Activate	

The *OnGuard* onboard relay can have the following states:

	Output Secure
	Output Active

## 4.8 Managing the OnGuard offboard relay



You can manage the *OnGuard* offboard relay in the **Map** window using the function menu of the **OnGuard OffBoard Relay** object.



The commands of the function menu are described in the table.

Command	Description
Deactivate	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Activate	

The *OnGuard* offboard relay can have the following states:





	Output Secure
	Active

## 4.9 Managing the OnGuard alarm panel

You cannot manage the *OnGuard* alarm panel in the **Map** interactive window.

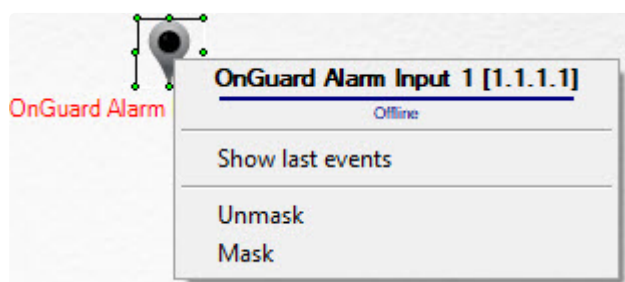
The *OnGuard* alarm panel can have the following states:

	Connected
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	Disconnected
	Options Mismatch
	Tamper
	Power Failure

## 4.10 Managing the OnGuard alarm input

You can manage the *OnGuard* alarm input in the **Map** window using the function menu of the **OnGuard Alarm Input** object.







The commands of the function menu are described in the table.

Command	Description
Unmask	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Mask	

The *OnGuard* alarm input can have the following states:

	Secure
	Active
	Fault (Ground)

	Fault (Short)
	Fault (Open)
	Fault (Generic)
	Offline

### 4.11 Managing the OnGuard alarm output



You can manage the *OnGuard* alarm output in the **Map** window using the function menu of the **OnGuard Alarm Output** object.



The commands of the function menu are described in the table.

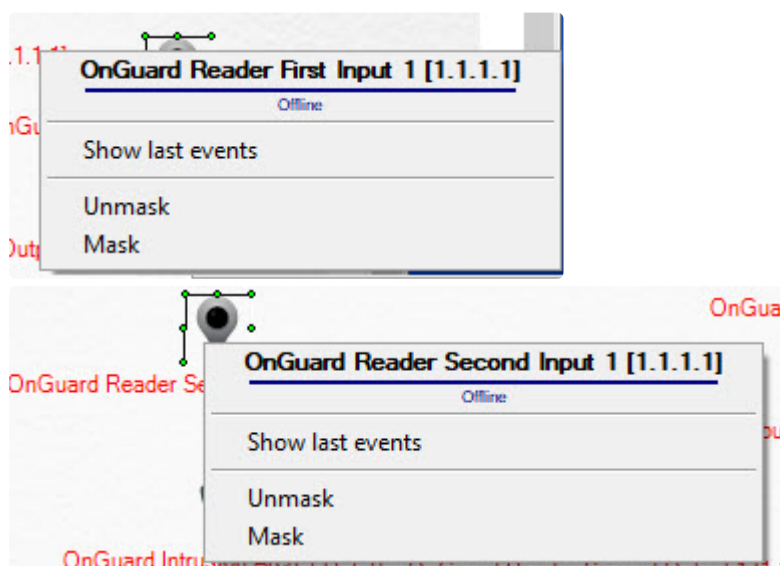
Command	Description
Deactivate	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Pulse	
Activate	

The *OnGuard* alarm output can have the following states:

	Secure
	Active
	Offline

## 4.12 Managing the OnGuard reader inputs

You can manage the *OnGuard* reader first input and the *OnGuard* reader second input in the **Map** window using the function menu of the **OnGuard Reader First Input** and **OnGuard Reader Second Input** objects, respectively.



The commands of the function menu are described in the table.

Command	Description
Unmask	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Mask	

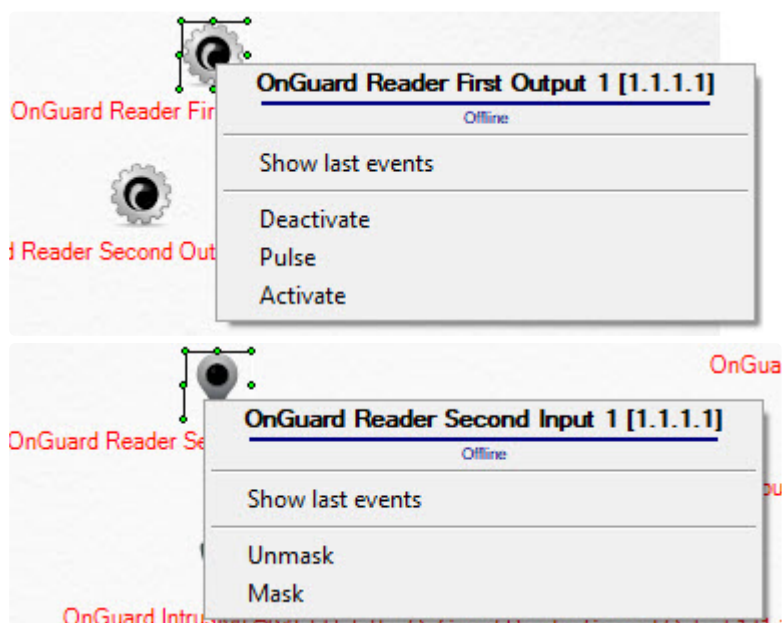
The *OnGuard* reader first and second inputs can have the following states:

	Active
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	Fault (Generic)
	Fault (Ground)
	Offline
	Fault (Open)
	Secure
	Fault (Short)

### 4.13 Managing the OnGuard reader outputs




You can manage the *OnGuard* reader first output and the *OnGuard* reader second output in the **Map** window using the function menu of the **OnGuard Reader First Output** and **OnGuard Reader Second Output** objects, respectively.



The commands of the function menu are described in the table.

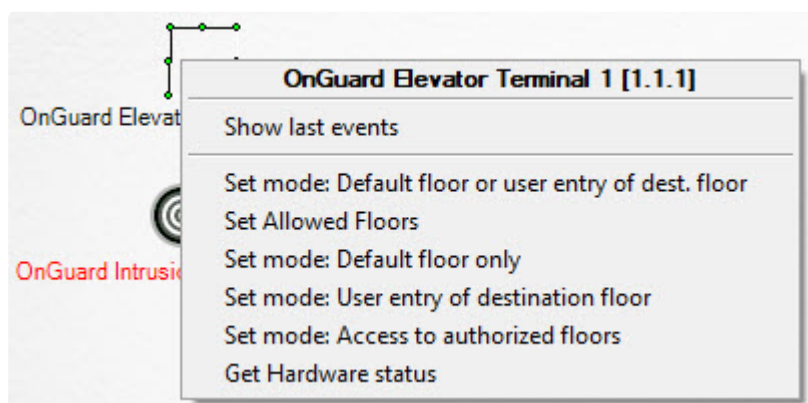
Command	Description
Deactivate	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Pulse	
Activate	

The *OnGuard* reader outputs can have the following states:

	Active
	Offline
	Secure

## 4.14 Managing the OnGuard elevator terminal

You can manage the *OnGuard* elevator terminal in the **Map** window using the function menu of the **OnGuard Elevator Terminal** object.



The commands of the function menu are described in the table.

Command	Description
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Set mode: Default floor or user entry of dest. floor	For detailed information, refer to the <i>OnGuard</i> official reference documentation
Set Allowed Floors	
Set mode: Default floor only	
Set mode: User entry of destination floor	
Set mode: Access to authorized floor	
Get Hardware status	

The *OnGuard* elevator terminal can have the following states:

- Default floor only,
- Access to authorized floors,
- User entry of destination floor,
- Default floor or user entry of destination floor.

## 5 Related links for the OnGuard integration module

*Axxon PSIM* with *ACFA PSIM* provide various automation features that can be configured for various system object including the panels and readers of the *OnGuard* integration module. You can link any events and reactions in order to achieve better performance for the Operator. Refer to the following documentation for additional information:

1. [Guide for configuring and working with the Event Manager integration module](#). The *Event Manager* module is a part of *ACFA PSIM* allowing to implement “access request” logic when Operator grants access by clicking a button.
2. [Creating and using macros](#). The macros are a basic tool of *Axxon PSIM* allowing to run any reaction(s) after some specified event(s) occurs in the system.
3. [The Script object. Programming using the JScript language](#). The scripts in JScript programming language are a powerful tool of *Axxon PSIM* allowing to implement virtually any logic involving events and reactions.

## 6 Ports used by the OnGuard integration module

The module (the lenelog.run executable file) uses port 22400.

For the list of all ports used by *Axxon PSIM* and vertical solutions, see [The list of TCP ports used in Axxon PSIM](#).

## 7 The OnGuard integration module troubleshooting

See also [Axxon PSIM FAQ](#).

In case of any issue, contact the AxxonSoft support team at <https://support.axxonsoft.com/>.

### 7.1 Trouble: I cannot create the OnGuard object

**Probable cause #1:** The object is not added to the psim.sec license key.

**Solution #1:** Check if the “ACFA PSIM—object OnGuard System” module(s) added to the *Axxon PSIM* license key:

1. Locate the psim.sec license file. It is stored in the *Axxon PSIM* installation directory, usually C:\Program Files (x86)\Axxon PSIM\
2. Go to <https://sale.axxonsoft.com/>
3. Select Systems → Decoding.
4. Drag-and-drop the psim.sec file to the page.
5. Find the “ACFA PSIM—object OnGuard System” string on the page.
6. If it is not found, or the number of objects is smaller than you want to create in *ACFA PSIM*, contact the AxxonSoft sales manager to update the license key.

**Probable cause #2:** The *OnGuard* module was not selected when installing *ACFA PSIM*.

**Solution #2:** Run *ACFA PSIM* installation and select **OnGuard** component in the **Combined AC/FA systems** group at the **Custom Setup** stage of the installation process.

### 7.2 Trouble: The “OpenAccess session created successfully” and/or “Events bridge connection established” messages do not appear when I apply the connection settings

**Probable cause:** The connection between *ACFA PSIM* and the *OnGuard* integration module cannot be established.

**Solution:** Check the following:

1. Make sure you run exe with Windows Administrator rights.
2. Make sure your firewall does not prevent *Axxon PSIM* core or the integration module from accessing the network.
3. Make sure that all necessary ports are properly forwarded in your network (see [Ports used by the OnGuard integration module](#)).
4. Try to re-enter credentials in case if there was a typo, for example, in your password. Do not forget to click the **Apply** button after the settings change.

### 7.3 Trouble: I cannot read configuration of the OnGuard server or only few of the panels are read

**Probable cause #1:** The connection between *ACFA PSIM* and the *OnGuard* integration module was not established.

**Solution #1:** Check the following:

1. Make sure there were BOTH “OpenAccess session created successfully” AND “Events bridge connection established” messages in the *Event Viewer* after the last connection settings were applied. If one or both of them are missing, see section “The “OpenAccess session created successfully” and/or “Events bridge connection established” messages do not appear when I apply the connection settings”.

2. Check the Event Viewer for the “Connection failed” and/or “Events bridge connection closed” messages. If they have appeared, try to re-apply connection settings and make sure the “OpenAccess session created successfully” and/or “Events bridge connection established” appear after that.

**Probable cause #2:** The **OnGuard Panel** objects are not added to the psim.sec license key or there are less objects in the license than in the *OnGuard* integration module.

**Solution #2:** Check if the «ACFA PSIM—object OnGuard Panel» module(s) added to the *Axxon PSIM* license key:

1. Locate the psim.sec license file. It is stored in the *Axxon PSIM* installation directory, usually C:\Program Files (x86)\Axxon PSIM\.
2. Go to <https://sale.axxonsoft.com/>.
3. Select Systems → Decoding.
4. Drag-and-drop the psim.sec file to the page.
5. Find the «ACFA PSIM—object OnGuard Panel» string on the page.
6. If it is not found, or the number of objects is smaller than you want to create in *ACFA PSIM*, contact the AxxonSoft sales manager to update the license key.

## 7.4 Trouble: There is a red “X” icon next to the OnGuard object, the module is not working

**Probable cause:** There was a problem in the module operation.

**Solution:** Run **Start** → **Axxon PSIM** → **System’s information gathering utility** to collect system information, then:

1. Go to the AxxonSoft tech support server: <https://support.axxonsoft.com/>.
2. Register a new account on the tech support server or sign in to the registered account.
3. Create an issue for the tech support. Make sure to select “ACFA PSIM: ACS/FA OnGuard” component in the creation form.
4. Attach the archive generated by the Support.exe tool to the created issue.

For the details about the Support.exe tool, see [here](#).